

NIAD

STUDIO POLICIES AND PROCEDURES FOR VOLUNTEERS

NIAD ART CENTER
October 2013

Table of Contents

NIAD Art Center

What Does NIAD Do?	1
The NIAD Mission Statement	1

Studio Basics

Timesheets	2
Schedule	2
Computer/Telephone Use	2
Music	2
Visitors in the Studio	2

The Clients

Disabilities – What This Could Mean?	3
Working with People with Disabilities	4
Annual Reports	5

Reporting and Communication

Daily Logs	5
Special Incident Report (SIR)	6
Mandated Reporters	6
Unlawful Harassment	6

And More...

Seizure Protocol	7
Field Trips	8
Walking in the Neighborhood	8
Emergency Drills	8
Additional Resources	9

Appendix

NIAD Rules of Enrollment	10
Rights of People with Disabilities	11
The Full Emergency Plan	12

NIAD Art Center

WHAT DOES NIAD DO?

NIAD's visual art program promotes meaningful independent living by artists with disabilities—while its artists create remarkable contemporary art. In a unique open studio environment, and with the guidance of qualified staff, NIAD artists acquire skills in artistic practice and in independent living. As artists paint, build sculpture, mold clay, or work with textiles, their skills of observation and project management improve. As they explore and express their creativity, exhibit artwork in professional-quality galleries, participate in the community, and earn money from selling art, their feelings of independence and self-esteem increase.

Each NIAD artwork is an original piece of contemporary art that tells an individual story from the perspective of an artist with disabilities. Frequently remarkable, surprising, and engaging, NIAD artwork has become a highlight of the Richmond art scene and has received recognition from the national artistic community.

While not all of NIAD's artists receive widespread recognition for their art, all gain a sense of pride from learning a craft and profession of their own. Artists at NIAD earn 50% commission from the sale of their work and nearly all sell art by participating in the program. Equally important to the artists is the community and sense of purpose their participation allows. Mentored by skilled professionals (all of the staff hold a Masters of Fine Arts degree and are themselves accomplished artists), NIAD's artists see and study contemporary art by visiting local galleries, studios and museums. Inspired, they return to the NIAD open studio to create their own work. Visitors and participants alike have described the NIAD studio environment, as inclusive nurturing, and welcoming.

THE NIAD MISSION STATEMENT

NIAD Art Center provides a visual arts program that promotes creative expression, independence, dignity and community integration for adults with disabilities.

Studio Basics

TIMESHEETS

NIAD tracks the hours that volunteers donate for various reasons (grant proposals, NIAD newsletters and volunteer recognition). Please help us by writing your hours on the sheet that Zoon keeps at her desk each day that you volunteer.

SCHEDULE

The studio staff schedule is 8:00 – 4:00 daily. The studio program runs from 9:00 to 3:00 with a 15-minute break at 10:45 and an hour for lunch at noon (NIAD instructors divide up the lunch hour into half-hour shifts). As a volunteer, you may choose the hours that you work, but we do ask that set a regular day and time. No matter when you volunteer, we request that you let us know as soon as possible if you can volunteer as scheduled.

COMPUTER/TELEPHONE USE

We have two computers for studio use. Clients may use the computers **with supervision** during studio time to research projects and look at examples of art that relates to their current project. They are available for general browsing only during break time. These are dedicated for work by studio staff in the morning and at the end of the day.

Telephone use (including cell phones) is restricted to break times and should take place outside the studio. This rule applies to staff, volunteers, and clients.

MUSIC

Music is an enjoyable addition to NIAD, a program otherwise rooted in the visual arts. Because some clients are very sensitive to noise, music should be played in a manner that is acceptable to all. Playing music outside (weather permitting) is preferable. When playing inside, playing at breaks rather than during work time respects everyone's work environment. Please pay attention to the volume level so that no matter when or where it is at a respectful level for the occasion.

VISITORS TO THE STUDIO

NIAD is a working studio for artists. Visitors to the studio must be accompanied by NIAD staff during the 9:00-3:00 program. Family members may visit but we recommend that this occurs during the clients' normal breaks or they use the garden area for meeting. Every artist has the right to refuse to see family members for reasons of personal safety and well-being.

Licensing regulations do not permit studio visitors is to use the studio restrooms while the program is in session. Visitors are to use the restroom in the administration building. We ask that you use the administration building's restroom in order to leave it free for the clients' use.

The Clients

DISABILITIES—WHAT THIS COULD MEAN?

Developmental disabilities (or the current government term, “Intellectual disabilities”) are diverse conditions related to cognitive and/or physical impairments. People with developmental disabilities (DD) may have problems with language, communication, social interaction, mobility, learning, self-help, and independent living. It is estimated that 1.8% of the general population in California has a developmental disability. California is uniquely situated because the Lanterman Act passed in the 1970’s guarantees the DD population basic rights and services. Under this act, the State of California is mandated to provide services so that individuals may live independent, productive and community-involved lives.

To manage these services, 21 non-profit Regional Centers were created that are overseen by the State Department of Developmental Services. Each center represents one or more counties, with our local Regional Center of the East Bay (RCEB) covering Contra Costa and Alameda Counties. The Regional Centers provide case managers to their clients, contract with service providers, e.g., NIAD, and assist with everything from childcare to burial for individuals with developmental disabilities. California also requires Adult Day Programs to be licensed by the Health and Human Services Agency under the Community Care licensing Division (CCL). CCL inspects service providers and responds to complaints. NIAD must pass inspections and respond adequately to complaints to retain a license.

To become a Regional Center client, individuals must show a substantial inability to conduct major life activity in 3 – 7 areas of adult function-ability.

- Self Care
- Expressive or receptive language
- Learning
- Mobility
- Capacity for independent living
- Economic self-sufficiency
- Self-Direction

Our clients may have one disability or a combination of several. Common disabilities are:

- **Autism** is a complex disability that typically appears in the first three years of life. It is a neurological disorder that affects brain functioning and development in the areas of social interaction and communication. People with autism typically have difficulties in communication, social interaction and play.
- **Cerebral Palsy** is a neurological movement disorder characterized by the lack of muscle control and impaired coordination. This disorder is usually a result of injury to the brain during early development. Characteristics can include awkward movements, irregular walk, poor motor coordination, and speech disturbances.

- **Intellectual Disability/Mental Retardation** is lower-than-average intellectual functioning and significant limitations in self-care, social skills, and self-direction. Down Syndrome is a genetic condition that presents like mental retardation.
- **Seizure Disorder** is a physical condition that occurs when a person has repeated seizures over time.

Please NOTE: On average, five or six NIAD artists out of 65 to 70 enrolled are not Regional Center clients. These individuals are ineligible under Regional Center criteria and may have a mental illness, brain trauma, autism or Asperger's, or physical disorders, such as sight or hearing problems. These artists pay to attend NIAD, usually out of their limited Supplemental Security Income (SSI).

WORKING WITH PEOPLE WITH DISABILITIES

Working at NIAD means working with people. To emphasize this point, it is more respectful to say "an adult with autism" or "a teenager with a developmental disability" rather than "an autistic adult" or "a developmentally disabled teenager." Our responsibilities as NIAD staff are to develop a respectful relationship with each individual. During this process, each staff person will learn about the artist's current strengths and weaknesses in creating artwork. This may require NIAD instructors to adapt equipment, projects, and communication to further the creative process. This may also mean that if tensions arise with an artist, we should reflect on our own assumptions and views. The artist is attending NIAD for a reason and staff is responsible for maintaining a working relationship with everyone in the studio.

NIAD's philosophy is to encourage each artist's independent art making and creative exploration. We do ask questions about the artwork, provide materials, share ideas and challenge the artists. However, staff and volunteers should not direct or as a general rule make marks on the client's artwork other than to put the name and date on the work if the client cannot do so herself.

- When assisting a NIAD artist, provide choices. Demonstrate options for technical approaches, practice techniques or draw examples on a separate sheet of paper. Remember NOT to become involved in making decisions in the artist's work. Respect their approach for the freshness it offers. Keep suggestions simple and to a minimum; offer choices rather than suggestions whenever possible. Remember, the work is their work, not yours. This balance in facilitation is difficult to achieve and requires experimentation and patience.
- NIAD artists' independence is one of the main goals of the NIAD program. Reasonable, firm limits are needed to avoid NIAD artists becoming dependent on teachers and volunteers. This principle applies to behavioral patterns and relationships as well as to the artists' involvement in their artwork.
- Support the smooth functioning of the studio by maintaining an open ear and attentive eye on the environment, particularly the noise level—many clients become anxious as the studio decibel level increases. Our studio community is lively and

creative. Help ensure peace of mind and safety—that of staff and visitors, as well as your own and that of clients. Be proactive in matters of safety.

- On a final note, NIAD asks that volunteers dress appropriately for a working environment. Use a friendly but not intimate manner, especially when working with NIAD artists in a one-on-one situation. NIAD has a policy against socializing with NIAD client-artists outside of NIAD.
- All work with the clients is staff-supervised. Please check in with the staff overseeing the area if you have any concerns or questions. Please Note: Since NIAD operates through a State of California license, we must comply with numerous regulations. One is that volunteers must work under supervision and not be left alone with NIAD Artists. This is for everyone's protection and benefit.

ANNUAL REPORTS

To ensure that every individual with a developmental disability is being served appropriately, the Regional Center must hold an annual meeting with a client and her/his team. For NIAD, this means joining the artists, their families or care providers, RCEB, etc. to discuss the past year and set goals for the coming year. The Regional Center requires an annual report on each client to document the services we provided, commenting on achievements, skill development, and social and behavioral growth (or decline). NIAD instructors must write reports on every artist assigned to them. As a volunteer, after getting to know a particular artist over time, you may wish to note a particular change in skill level or behavior. Please speak with the instructor or the Client Services Director, since your observations may be helpful in writing an annual report.

REPORTING AND COMMUNICATION

With approximately 40 clients in daily attendance, NIAD staff spends many valuable hours observing our artists. If a situation in the studio arises regarding safety, harm, abuse, and unwanted behaviors, a description of the matter must be documented in written form.

DAILY LOGS

The Daily Log clipboard is kept in the kitchen. Volunteers may be asked or need to record anything unusual or causing health and safety concerns. For example, if a client says that he is ill, wants to go home, had no breakfast, etc. it should be written in the log and reported to one of the staff in the studio. The Director of Client Services collects the Daily Log, reviews it and may take one of the following steps:

- If, for example, an artist arrives with a huge black and blue bruise, we must note it and contact the home and possibly RCEB to find out what happened.
- If a client has a **seizure**, this must be noted in detail (Note: time it occurred, length of seizure and client's condition at the end of the seizure). Client Services (or alternate) will contact the home to report the seizure. For more information, see Seizure protocol sheet following this section.

- If the clients report an incident on the bus, please report it to the studio manager or other staff person immediately. They will confirm with the bus driver, getting full details and will contact Client Services immediately.
- If someone injures him or herself, exhibits signs of illness (for example, coughing, nausea or elevated temperature) or harms another person, immediate action must be taken. Most likely, an artist's care provider will be called to come take the artist home. Contact the Studio Manager, Director of Client Services, the Executive Director or Administrative Coordinator for assistance.

SPECIAL INCIDENT REPORTS (SIR)

When an extraordinary incident occurs that harms or could potentially have caused harm to an individual or when a medical situation requires 911 assistance, a Special Incident Report (SIR) must be written. A volunteer will not be expected to write or file this report, but your observations will be required if you were directly involved in the incident. For any injury, severe behavioral issues or threatening incidents NIAD must take the following actions:

1. Notify RCEB and CCL by phone of the incident immediately.
2. Submit a written report (SIR) to RCEB and CCL within 36 hours.
3. Each person involved in the incident must write a description of what happened for the SIR, including the basic who, where, when and what. The Director of Client Services or the Executive Director will compile the information into the report for submission to various agencies by email or fax. Such a report could trigger further investigation ranging from an exchange of emails to a visit from licensing, the police or proper Adult Protective Services agency.

MANDATED REPORTERS

If NIAD suspects any client of being the victim of abuse and or neglect, as a mandated reporter, we must notify Adult Protective Services of Contra Costa or Alameda County (depending on where the neglect or abuse is occurring). If you suspect such behavior, please notify the Director of Client Services or if she is unavailable the Studio Manager, Executive Director or the Administrative Coordinator. NIAD will investigate and take the appropriate steps. We will keep you informed of the actions taken.

UNLAWFUL HARASSMENT

NIAD is committed to providing a work environment free of unlawful harassment. Therefore, in accordance with the applicable law, the Center prohibits sexual harassment and harassment because of race, color, gender, national origin, ancestry, religion, creed, physical or mental disability, medical condition, marital status, sexual orientation, age, nor any other basis protected by federal state or local law. NIAD also prohibits unlawful harassment based upon the perception that a person has, or is associated with a person who has, any of these characteristics.

Harassment is unlawful whether it involves coworker harassment, harassment by a supervisor or manager, or by persons, including customers, volunteers, or clients doing business with or for NIAD.

If you believe you have been harassed or discriminated against on the job, or if you are aware of the harassment or discrimination of others, you must inform your supervisor or any other NIAD supervisor or the Executive Director as soon as possible. Any report of unlawful harassment should provide details of the incident(s), the names of individuals involved, the names of any witnesses, direct quotes when relevant, and any documentary evidence (notes, pictures, cartoons, etc.). All incidents of harassment or discrimination that are reported will be investigated. The Center will endeavor to protect the privacy and confidentiality of all parties involved to the extent possible consistent with a thorough investigation.

and More...

WITHIN A SPACE OCCUPIED BY OVER 50 PEOPLE A DAY, MEDICAL EVENTS – INCLUDING MENTAL HEALTH SITUATIONS – WILL OCCUR. IF YOU NOTE THAT A CLIENTS NEEDS MEDICAL ASSISTANCE OR IS BEHAVING OUT OF THE ORDINARY, NOTIFY A STAFF PERSON. THEY WILL FOLLOW UP IMMEDIATELY. IN CASE OF A SERIOUS EMERGENCY, YOUR MAIN JOB IS TO HELP NIAD CLIENTS STAY CALM. BECAUSE SEIZURES OCCUR RELATIVELY OFTEN (AND YOU MAY NOT BE FAMILIAR WITH SEIZURE ACTIVITY), PLEASE REVIEW THE PROTOCOL BELOW:

SEIZURE PROTOCOL

With a number of NIAD clients having a seizure disorder, seizures occur regularly in the studio and may present in different ways. A dazed expression, sudden jerky body movements, vocalizations, tremors and shaking, falling down, sudden unconsciousness, and disorientation are a few of, though not all, seizure characteristics. Individuals usually have their own seizure characteristics.

1. When a seizure occurs in the studio, the appropriate response will be a team effort of 2 **staff** persons (immediate responders):
2. The staff-person or volunteer nearest the client immediately makes certain the client does not get hurt. This means protecting the head, clearing the space around the client of anything that can hurt her/him, and making sure the client is in a stable and safe position, i.e., seated in a chair with arms, lying or sitting on the floor. Do NOT restrain the client in any way or attempt to force anything into their mouth. ***This staff person stays with the client until the incident is over.***
3. One of the two responding staff people checks the time of seizure onset – it is very important to know the length of the seizure and if it is one seizure or several. This staff person should notify Client Services that the seizure is in progress (or ask

another person to do so). Alternatives are the Executive Director or the Administrative Coordinator.

4. Everyone not involved with direct care of the client having the seizure should help to maintain the studio processes—having clients continue their art making and normal activities. Studio staff should reassure clients that their fellow artist having the seizure is being cared for and will be all right.

Several clients have specific seizure protocols. A list of those individuals will be at the back of the Daily Log clipboard in the kitchen.

FIELDTRIP POLICIES

Fieldtrips are essential to our program. Not only do they extend what is experienced in the studio, they allow artists to interact with other artists, understand the wide variety of artistic expression, and deepen community involvement. Instructors are to plan one fieldtrip per session (usually every 4 months) for their clients. You, as a volunteer, may be asked to accompany a field trip or you might ask to join one that interests you.

The ratio of clients to staff/volunteers is 2:8. The ratio is lower when individuals require more one-on-one care, for example, to push a wheelchair or assist a seeing impaired artist. The groups should be kept, as close to 8 as possible, so the ratio in the studio remains consistent.

While on the field trip, staff is responsible for taking each client's emergency tag, the first aid kit and having a cell phone that is turned on and working. If taking cars, NIAD has handicap tags for parking. It is best to program the other staff's phone numbers and NIAD's number into your phone, so time is not wasted trying to look them up. Tags do not have to be worn, but should be available in case of a medical emergency.

WALKING IN THE NEIGHBORHOOD

With the Richmond Art Center nearby, it is common for groups from NIAD to combine a walk with visiting the current exhibition. These may not be scheduled and you may be asked to participate. Staff/Volunteer to client ratio remains at 2:8.

EMERGENCY DRILLS

Our primary goal during an emergency event is to ensure everyone's safety. To accomplish this, the monthly practice drills are essential to both staff and clients responses. Please review the Full Emergency Plan (in the Appendix), which outlines everyone's responsibilities if we face an emergency rather than a drill.

We have three responses to emergency situations:

Fires and after an Earthquake
Earthquake (during)
Chemical spill or release of hazardous materials

Leave/Evacuate
Drop and Cover
Shelter in Place

Leave/Evacuate - Each staff member is to move his/her clients out the nearest door to the large painted circle on the pavement near the gate. Each client should line up on the circle facing towards the middle for easy identification by the person checking roll. Please inform Administrative Staff if any of your clients are missing. Do not go back into the building. Keep your clients calm and quiet.

Drop and Cover - Clients are to move under tables in the center of the studio-away from the windows. Those clients unable to get onto the floor should be seated under the beam that runs over the textile and ceramic areas. Door ways, if not near glass, are also appropriate. Arms should be raised, covering and protecting the head and neck.

Shelter-in-Place - This is similar to Drop and Cover except the danger is outside the studio, such as a hazardous chemical spill or incident. This means no one comes in or leaves building. Doors are shut and locked and then sealed with tape. Windows are also treated in the same manner if they can be opened. The clients are moved away from the windows to the interior of the building and remain there until the danger is over.

ADDITIONAL RESOURCE

Gateway Arts' Guide, ***Making Art Work***. This practical guide to working with artists with disabilities was assembled to answer many questions to working in a studio similar to NIAD. We will email a copy upon your request.

APPENDIX
NIAD Rules and Enrollment Agreement

Welcome to NIAD. The studio is a supportive environment in which to create art and enjoy the company of others. In order to sustain this environment *everyone must act respectfully*. The rules below will help you interact with others in a respectful manner. NIAD staff must be respectful as well; they will help you be so, too.

- Work during class time. Move around the studio during break and lunch time.
- No cell phone use at NIAD during class time. Cell phones may be used outside the studio during the break, lunchtime or at closing time
- Clean up the spills you cause. Clean up your workspace when you finish for the day.
- No yelling, swearing or mean language.
- No pushing, hitting, throwing objects or hurting others in any way.
- Do not tell people what to do unless it is to prevent harm.
- No gossiping or spreading rumors. If you do hear gossip, ignore it.
- No inappropriate touching. This includes no kissing.
- No running in the studio.
- No eating while creating art. It could ruin your work or the work of others.
- Eat *only* your own food. Clean up after you eat and throw trash in a garbage can.
- Before you enter a bathroom stall, knock on a closed door. Do not enter if occupied.
- When entering the conference room, keep the doors open unless a class is ongoing.
- No smoking at NIAD except in the smoking corner outside.
- Do not open the front door for visitors. A NIAD staff person will greet visitors.
- Do not damage the artwork of others. Respect the effort and time put into creating the work. If a completed work is damaged, you may be asked to pay for it.
- Artwork is to remain at NIAD. The Gallery Director will tell you if art may go home.
- Bring only one bag or backpack to NIAD. This is for safety and space reasons.
- Do not leave NIAD without a staff person *unless* you are authorized* to do so.
- Sign out before leaving NIAD if you leave before your regular departure time. Sign back in if you return that same day.

AGREEMENT

I have read the rules above or had them read to me. I understand the rules, and I agree to abide by them, as NIAD is to do as well. I understand that breaking the rules could mean I may be sent home, suspended, or, if a very serious violation, expelled.

Belinda Sifford for NIAD Art Center

Date

Print Name

Date

Signature

State of California—Health and Human Services Agency Department of Developmental Services
RIGHTS OF INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES
DSP 304 (English) (Rev. 1/2000)

NOTE: Authority Cited: Sections 4502, 4503, and 4731, Welfare and Institutions Code

Each person residing or receiving services in this facility has the following rights:

1. To wear his/her own clothes, to keep and use his/her own personal possessions including his/her toilet articles, and to keep and be allowed to spend a reasonable sum of his/her own money for canteen expenses and small purchases.
2. To have access to individual storage space for his/her private use.
3. To see visitors each day.
4. To have reasonable access to telephones, both to make and receive confidential calls.
5. To have ready access to letter writing materials, including stamps, and to mail and receive unopened correspondence.
6. To refuse electroconvulsive therapy.
7. To refuse behavior modification techniques which cause pain or trauma.
8. To refuse psychosurgery.
9. Other rights, as specified by regulations (see e.g., Titles 17 and 22, California Code of Regulations).

Pursuant to Title 17, California Code of Regulations, Section 50530, the professional person in charge of the facility or his/her designee may for good cause deny a person any of the rights above under (1) through (5), inclusive.

If you believe that there was not a good reason for denying one of your rights, you may call the local clients' rights advocate who must respond to your complaint.

It is the advocate's responsibility to investigate and resolve your complaint to your satisfaction. If the advocate is unable to do so, the complaint must be referred by the advocate to the developmental center or regional center director. After that, if the problem is still not resolved, it must be referred to the Office of Human Rights, State Department of Developmental Services.

Department of Developmental Services
Sacramento, CA 95814
(916) 654-1888
TDD: (916) 654-2054

The Full Emergency Plan

We use the 'Clipboard in a Box' (sitting near the receptionist's desk) plan, which assigns specific tasks to everyone. The emergency box has 3 clipboards with duties, communication equipment, and other emergency supplies. Please find the brief assignment of duties for each team and their responsibilities.

OPERATIONS TEAM (ED AND AA)

First steps

Upon notice of incident: Exit Building, assess extent of incident—CALL 911, if necessary.
Remove Client Info Book and ID tags and go to the appropriate space
(Outside for Leave/Evacuate, Studio for any other occurrence)
Instruct occupants to respond in appropriate manner – see above
Match and give ID tags to all occupants of building
Notify Out of Area Contact (on contact sheet)

Intermediate Steps

Collect and analyze all reports concerning staff, clients, and volunteers
Facility damage and actions
Supplies and Resources
Needed services and resources
Determine need for outside assistance
Secure cash and checks
Determine if evacuation necessary
IF Yes, post address of evacuation location on door and contact all client family/guardians of decision and location.

Ongoing

Will handle all communication with Media. Will also be consolidating point between all teams to monitor event.

On clipboard

Contact sheet,
List of clients' medical concerns

STUDIO TEAM (ALL STAFF/VOLUNTEERS IN STUDIO AREA)

First Steps

Upon notification, inform clients of appropriate action
Exit Building OR Take cover in protected area
Take possession of Emergency Box and Attendance sheet

After taking Attendance, If someone is missing, Perform search and rescue—to find missing client.

Keep clients safe and calm.

Intermediate Steps

Administer basic first aid and document injury and treatment given.

Communicate all Injury and Immediate Concerns to the Operations and Logistics team

Ongoing

Keep clients /staff/volunteers calm and safe

LOGISTICS (CLIENT SERVICES AND GALLERY DIRECTORS)

First Steps:

Turn on radio to obtain emergency instructions

KCBS 740 AM

KNBR 780 AM

KSFO 92.1 FM

Take roll of clients and staff using attendance sheet

Intermediate Steps:

Check all phone receivers to assure they are working/not working. Determine if water, gas and electric should be turned off

Responsible for distribution of supplies and walkie-talkies

Insure that no one leaves facility (unless they sign out) and that no one enters facility

Maintain all financial records during emergency

Ongoing:

Document all actions on log (with times)

Communicate with Operations as to supplies/actions